



CITY OF FALLS CHURCH

RECRUITMENT ANNOUNCEMENT

CUSTOMER SERVICE REPRESENTATIVE

The City of Falls Church has an immediate vacancy for a full-time Customer Service Representative in the Department of Public Works. Responsibilities include assisting customers with sanitary or storm sewer accounts as well as providing administrative assistance within the department. The position will work closely with the City's stormwater engineer during the initial rollout of the recently adopted Stormwater Utility Fund and with the transition of the Sanitary Sewer Fund from the Department of Public Utilities to the Department of Public Works. The individual selected for this position will have excellent organizational skills, experience working in a team environment, and the ability to maintain effective working relationships.

Responsibilities:

- Assists customers on the phone and in person with sanitary or storm sewer accounts;
- Maintain customer accounts and requests for information;
- Work directly with citizens, businesses, vendors and employees, in a timely manner, to provide them with requested information, data and documentation or direct them to the appropriate office that can fulfill their request;
- Prepare written responses to routine inquiries;
- Perform general clerical duties to include but not limited to: photocopying, scanning, faxing, mailing, and filing;
- Prepare and modify documents including correspondence, reports, drafts, memos and emails independently or from brief instructions ensuring conformance with policies, specialized formats and forms;
- Prepare, compile and sort documents for data entry, checking source documents for accuracy, verifying and correcting data where necessary;
- Assist with processing invoices, payroll, accounting, and general usage of the City's MUNIS software;
- Perform other related tasks as required.

Qualifications:

- Graduation from high school; college degree preferred;
- Possess excellent verbal and written communication skills;
- General knowledge of utility billing terminology, methods, procedures and equipment;
- Experience in customer service, administration or related fields;
- Advanced skills in the use of Microsoft Word, Excel, Access and Outlook;
- Able to understand and follow oral and written directions, perform mathematical computations with speed and accuracy;
- Able to establish and maintain effective working relationships with customers and coworkers;
- An equivalent combination of training and experience may be considered.

Hours: This is a full-time position, Monday thru Friday from 8:30 a.m. until 5 p.m.

Hiring Salary Range & Benefits: \$34,564 + depending on qualifications. Includes comprehensive benefits package including health insurance, dental insurance, pension plan, deferred compensation plan, flexible spending account, college savings plan, life and long-term disability insurance, paid holidays, vacation and sick leave, free parking, credit union membership, and more. See www.fallschurchva.gov for additional information.

To Apply: Submit a resume or application to the City of Falls Church, Human Resources Division, 300 Park Avenue, Falls Church, VA 22046, or via e-mail at hr@fallschurchva.gov

Applications received by **August 2, 2013** will receive priority consideration.

Reasonable Accommodation: During the selection process, applicants with disabilities may request reasonable accommodation with the agreement of the Human Resources Division. Requests should be directed to the Human Resources Division. The City of Falls Church does not discriminate on the basis of race, color, national origin, gender, sexual orientation, religion, age, or disability.

All City Facilities Are Smoke Free

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